

**Pay Station Comparisons
PAB November 2012**

CUSTOMER FEEDBACK	CALE	VENTEK
Credit card wait times	16 – 28 seconds for “real-time” authorization	1 – 2 seconds under the “good faith” option (as of 10/26) 12 – 15 seconds for “real-time” authorization
Ease of use	Some customers prefer the Cale because they are accustomed to it	Some customers expressed “no opinion or can’t remember the other”. IF customers read the directions <u>prior</u> to starting, the prompts are simple to understand. Noted: when credit cards are used, customers often insert the card in backwards (vendor is working on a clearer instruction message).
Bill acceptors	Currently not in machines but available if purchasing new meters	Cash (bills) payments exceed 41% from the total transactions received. Savings to the City in transaction/banking fees.
Accepts payment after 9PM	No	Because parking is purchased in ¼ hour increments and minute to minute options are not programmable, payments can exceed just pass 9PM (still working with the vendor on this).
Refunds at the meter	Yes	No, not at this time, but this feature will become available hopefully in the future
STAFF FEEDBACK		
Easy to read receipt expiration time	Yes	No, staff has to get up to vehicle to view end time
Sturdy coin box	Yes	Coin bag has to be closed properly in order for the meter to be reset (it’s a matter of practice)
Meters’ down times: PW staff is able to do basic servicing to both meters	Frequent card reader and modem problems (inconvenience to customers)	Low battery/solar concerns. Public Works will convert to meters to power, if purchased.

**Pay Station Comparisons
PAB November 2012**

Preventative maintenance & paper supply cost	\$45/qtr/meter. Loaner parts are not available, charges for new parts & labor are extra. Service rep is not readily available. Thermal rolls cost 2.5 ¢ per foot.	\$200/qtr/meter. No charge for all loaner parts, new parts & labor included. Service rep is readily available. Thermal rolls cost 4.2 ¢ per foot (rolls are slightly wider).
City cashier request: tokens be listed on receipt printout	Yes	Not at this time, however VenTek can program this as a line item, if purchased
Overall Recommendation	Enforcement: leans to staying with the Cale; all meters remain the same.	Public Works: prefers the VenTek. The customer's wait time, the meter "out of order" time, and on-site customer service all line up with Council's request for a "better pay parking experience".
Note: when observed, customers didn't comment about the differences between the meters.		

Purchase price w/ bill acceptor:

\$10,150 each

\$10,999 each